



# Introducing our New Clinical Review Process

*Standardized and Efficient!*

We are pleased to announce changes with our clinical review process that will bring efficiency and consistency of experience when you interact with our Care Advocates.

## Enhancements we have made:

- Clinical reviews are standardized for a consistent experience
- Our system captures the right amount of information for each case
- Streamlined information capturing for maximum efficiency
- Information from previous reviews will carry forward to make successive reviews even faster

## What you can expect from our new process:

- We have standardized the information collection process so that your experience will be efficient and consistent for all patients
- Facility feedback indicates the information we capture is very similar to the information in facility systems
- A greater focus on live reviews to complete clinical conversations and care coordination in one call, saving time and avoiding call backs

Review Elements	Enhanced Process	Previous Process
<b>Method of Information Collection</b>	<ul style="list-style-type: none"> <li>• Clinical picture captured using efficient checklist format</li> <li>• Free text fields support narrative when needed</li> <li>• Review experience is standardized and predictable</li> </ul>	<ul style="list-style-type: none"> <li>• Primarily narrative approach to information collection</li> <li>• Variation in documentation and review experience</li> </ul>
<b>Quantity of Information</b>	<ul style="list-style-type: none"> <li>• Our system prompts for relevant information based on current symptoms and diagnosis</li> <li>• Drill-down questions are asked only when clinically indicated</li> <li>• Concise collection of “why now”, progress and planning</li> </ul>	<ul style="list-style-type: none"> <li>• Narrative style of collecting “why now”, progress and planning is more time-intensive</li> <li>• Variation in quantity of information requested during reviews</li> </ul>
<b>Type of Information</b>	<ul style="list-style-type: none"> <li>• Standardized clinically relevant Admission &amp; Assessment information</li> <li>• Request for Attestation documents that information provided accurately reflects the medical record</li> </ul>	<ul style="list-style-type: none"> <li>• Clinically relevant information collected in narrative fashion</li> <li>• Variation in type of information requested during reviews</li> </ul>

## Additional information about our new process:

While this new clinical review process is being introduced in two regions initially you will soon experience the standardization of reviews across all of our Care Advocacy Centers nationally.

The changes we are making are in response to your feedback that you would like quick and efficient clinical reviews and standardized interactions. We have heard you and we are enhancing our processes so that we are easier to work with clinically and administratively.

UR Teams may experience some initial duplication of information as we transition your patients' clinical information to our new system. We appreciate your patience during the first few reviews, particularly for your existing patients.